

ARIZONA DEPARTMENT OF VETERANS' SERVICES

INTERNAL MANAGEMENT POLICY 87-01

SUBJECT: EMPLOYEE RECOGNITION

EFFECTIVE DATE: January 1, 2003 (Supersedes 87-01, 09/01/00, 7/1/00, 2/1/00, 7/15/98, 1/1/98 and 7/27/87)

- 1.0 POLICY: The Arizona Department of Veterans' Services recognizes that employees are its most valuable resource.
- 2.0 AUTHORITY: A.R.S. § 41-604, Duties and Powers of the Director. Personnel Rule R2-5-421, Recognition Leave. Personnel Rule R2-5-501.C.4.
- 3.0 RESPONSIBILITY: Division Assistant Directors will each appoint at least one coordinator to serve on the Employee Association. Supervisors shall ensure that employees understand and comply with this policy. Human Resources is responsible for ensuring that award nominees are employees in good standing. The Employee Association members are responsible for encouraging participation from their respective divisions.
- 4.0 AWARDS:
 - 4.1 Retirement Certificate - Presented to an employee upon retirement from state service.
 - 4.2 Length of Service Awards - Presented to employees in five year increments, beginning with five years, for continuous state and/or Department service. If there has been a break in service, the adjusted hire date will be used to track the length of service.
 - 4.3 H.E.R.O. (Honoring Employees Right On-the-spot) Awards - ADVS employees may award other employees H.E.R.O. Awards for excellence. Examples of actions which may be rewarded include, but are not limited to, the following:
 - A person handles a particularly difficult customer calmly and professionally, defusing a potentially hostile situation.
 - Acts as a role model for other employees (i.e., provides outstanding customer service, has near-perfect attendance, works well with peers, and is a consistent performer in the department).
 - An employee volunteers for work-related activities which benefit the work unit, such as participation in Department events and/or committees.
 - Employee has improved the morale in the work unit.
 - 4.4 Certificate of Appreciation - Presented to employees who have performed an exceptional act/service or who have consistently performed their required duties in an exceptional manner.
 - 4.5 Employee of the Quarter - Presented to employees who have consistently performed their duties in a manner that surpasses the expected standards of professional conduct.

- 4.6 Caregiver of the Quarter - Presented to Nursing Department, ASVH Division employees. The award is made to an employee who consistently surpasses the expected standards of professional conduct.
- 4.7 Employee of the Year - One Employee of the Quarter or Caregiver of the Quarter is selected annually for this award. Selection is based upon established criteria as outlined below.
- Outstanding work, courteous and prompt service, cooperation with other Department work groups and employees and extraordinary contributions toward accomplishing Department goals.
 - Establishing and maintaining a standard of excellence in all work. Maintaining current workload status and/or service to the public. Length of service is a consideration in determining consistency in performance.
- 4.8 Leadership Award for Excellence - Presented to an ADVS supervisor or manager for excellence in the leadership, motivation and support of staff toward the attainment of division/agency goals and for positively affecting employee morale. Awards are presented on an annual basis. Criteria for selection include productivity, teamwork, and achievement of goals, creativity and/or dedication to service.

5.0 PROCEDURES:

5.1 Retirement Certificate

- 5.1.1 Upon notification of an employee's plan to retire, Human Resources will initiate a memo to the Governor's Office of Constituent Services requesting a retirement certificate. A copy of the memo will be sent to the Employee Association.
- 5.1.1 The completed certificate will be sent to the Employee Association.
- 5.1.2 The Employee Association will arrange for an appropriate presentation of the retirement certificate. The Association may provide suitable tokens of appreciation to all retiring employees within budgetary constraints and in keeping with Association practices.

5.2 Length of Service Awards

- 5.2.1 Human Resources is responsible for providing the state/agency hire dates (or adjusted hire date) to the Director's Executive Assistant.
- 5.2.2 Employees must reach the anniversary years of service by December 31 of the calendar year to be recognized at the Service Pin Program(s) for that year. The Program may be held in a subsequent calendar year.
- 5.2.3 The Director's Executive Assistant is responsible for coordinating the Service Pin Programs.

- 5.3 H.E.R.O. Awards
 - 5.3.1 Each ADVS work section will be provided with H.E.R.O. Award forms (ADVS 01-68).
 - 5.3.2 Originators complete the form and award the first copy to the person being recognized.
 - 5.3.3 The second copy of the H.E.R.O. Award is forwarded to the Employee Association.
 - 5.3.3.1 The Employee Association is responsible for organizing all completed H.E.R.O awards.
 - 5.3.3.2 In the event an employee is a first-time honoree, the Association will provide a pin to the recipient of the H.E.R.O award. The pin is suitable for use on an ADVS employee identification badge.
 - 5.3.3.3 Copies of the H.E.R.O Award forms are placed in a container for random selection. Drawings are held monthly in a public forum and the winners receive a memento from the Employee Association.
 - 5.3.3.4 Employee Association members are encouraged to identify frequent nominees and encourage nominators to submit an appropriate quarterly award (ADVS 01-68).
 - 5.3.4 The third copy is forwarded to the Employee Association.
 - 5.3.5 The supervisor may retain a copy of the acknowledgement in an informal file for future reference. H.E.R.O awards are not intended to impact an employee's performance evaluation, but may be indicative of peer perceptions.
 - 5.3.6 The originator retains the final copy of the H.E.R.O Award form.
- 5.4 Certificate of Appreciation Used to acknowledge employees for significant contributions, especially when a particular act results in several H.E.R.O award submissions. The Association may receive recommendations to acknowledge employees from any interested party or make the recommendation itself.
 - 5.4.6 Human Resources will confirm that the employee is in good standing with the agency.
 - 5.4.7 The Executive Assistant to the Director prepares a Certificate of Appreciation as requested by the Employee Association and obtains the Director's signature. A copy of the signed certificate is filed into the employee's official personnel file.
 - 5.4.8 The signed certificate is provided to the person who will be presenting the award to the employee (the presentation is normally made either by the direct supervisor or the division administrator).

5.5 Caregiver of the Quarter

- 5.5.1 Any employee is able to nominate any Nursing Department employee for the Caregiver of the Quarter award. Employee recognition nominations must be submitted on a nomination form (ADVS 01-68) to Human Resources on or before the 15th day of the second month of the quarter in which the award is to be considered (February 15, May 15, August 15 and November 15). Human Resources Office reviews the personnel file to ensure that the nominee is an employee in good standing, (has had no prior disciplinary action within the preceding 12 months with the agency) and contacts the employee's immediate supervisor to ensure no disciplinary actions or plans of correction are being implemented and the employee has not been on a formal plan of correction in the past 6 months. Eligible nominations will be mailed to the Employee Association.
- 5.5.2 The Employee Association Chairperson or their designee will redact the name of the nominees.
- 5.5.3 The Employee Association Chairperson or their designee will provide copies of each eligible nomination to all members of the panel selecting the Caregiver of the Quarter.
- 5.5.4 Selection panel members will call or e-mail the Employee Association Chairperson or their designee with their vote.
- 5.5.5 An ASVH panel will select one employee in good standing from the submitted nominations.
 - 5.5.5.1 The panel will include seven employees from the following areas: one CNA, one nurse that works on a unit, one nursing supervisor or administrator, one manager from another ASVH section and three employees chosen from the following units: 1) Financial Services, 2) Adult Day Health Care, 3) Recreation Therapy, 4) Dietary, 5) Housekeeping, 6) Engineering, 7) Medical Records, 8) Social Services, and 9) Restorative. The panel will serve for a six-month term. The Employee Association Chairperson or their designee is responsible to ensure that the correct sections are represented on the panel and that all sections rotate onto the panel. Award recipients shall be honored each quarter.
- 5.5.6 A Caregiver of the Quarter plaque is posted in a prominent location at the Arizona State Veteran Home. Recipients shall have their names and pictures displayed on the Caregiver of the Quarter plaque.
- 5.5.7 Employees are provided with a personalized Caregiver of the Quarter award as deemed appropriate by the Employee Association.
- 5.5.8 Recipients will receive four hours of recognition leave to be used before the end of the calendar year awarded.
- 5.5.9 Each recipient shall receive a letter of appreciation for placement in the employee's official personnel file.

5.6 Employee of the Quarter

- 5.6.1 Any employee is able to make employee recognition nominations by

submitting a nomination form (ADVS 01-68) to Human Resources on or before the 15th day of the second month of the quarter in which the award is to be considered (February 15, May 15, August 15 and November 15). Human Resources reviews the personnel file to ensure that the nominee is an employee in good standing with the agency and contacts the employee's immediate supervisor to ensure no disciplinary actions or plans of correction are being implemented. Eligible nominations will be mailed to the Employee Association.

- 5.6.2 The Employee Association Chairperson or their designee will redact the name of the nominees.
- 5.6.3 The Employee Association Chairperson or their designee will provide copies of each eligible nomination to all members of the panel selecting the Caregiver of the Quarter.
- 5.6.4 Selection panel members will call or e-mail the Employee Association Chairperson or their designee with their vote
- 5.6.5 The panel will include seven employees from the following areas: One representative from the following: 1) Director's Office, 2) Fiduciary, 3) Veteran Services Division – Phoenix Office, 4) Veteran Services Division – Office outside of Phoenix. The following three employees will be chosen from the following sections: 1) Financial Services, 2) Adult Day Health Care, 3) Recreation Therapy, 4) Dietary, 5) Housekeeping, 6) Engineering, 7) Medical Records, 8) Social Services, and 9) Restorative. The panel will serve for a six-month term. The Employee Association Chairperson or their designee is responsible to ensure that the correct divisions /sections are represented on the panel and that all divisions/sections rotate onto the panel.
- 5.6.6 Award recipients shall be honored each quarter.
- 5.6.7 An Arizona Department of Veterans' Services plaque that displays the names of Employee of the Quarter recipients shall be prominently displayed. The plaque will be placed in an area visible to both agency personnel and visitors from the general public. Each recipient's name and picture shall be displayed on this plaque.
- 5.6.8 Each recipient shall receive a letter of appreciation for placement in the employee's official personnel file. The Executive Assistant to the Director will prepare the letter and obtain the Director's signature.
- 5.6.9 Recipients will receive four hours of Recognition Leave to be used before the end of the calendar year awarded.
- 5.6.10 Employees are provided with a personalized Employee of the Quarter plaque and their name is added to the plaque that memorializes all recipients of the award (see 5.6.5 above).
- 5.6.11 Recipients of all awards will be offered a photo session at a commercial photography studio. Photos will be displayed at a prominent location at the agency. Employees may also receive a memento of their award as deemed appropriate by the Employee Association.

5.7 Employee of the Year

- 5.7.1 The Employee Association selects from the selected Employees of the Quarter and Caregiver of the Quarter for the preceding four quarters.
- 5.7.2 Award recipients shall be honored once a year, at the Holiday Celebration held in December.
- 5.7.3 Recipients of all awards will be offered a photo session at a commercial photography studio. Photos will be displayed at a prominent location at the Department.
- 5.7.4 Each recipient shall receive a letter of appreciation for placement in the employee's official personnel file.
- 5.7.5 The recipient will receive eight hours of Recognition Leave to be used within one year of receiving the leave.
- 5.7.6 Awards may be presented to the Employee of the Year, utilizing money raised by the Employee Recognition program participants.

5.8 Leadership Award for Excellence

- 5.8.1 The Employee Association selects from the nomination forms received for supervisors and managers who are in good standing.
- 5.8.2 Award recipients shall be honored once a year, typically in association with the service pins ceremony. Supervisors may also receive a memento of their award as deemed appropriate by the Employee Association.
- 5.8.3 Each recipient shall receive a letter of appreciation for placement in the employee's official personnel file.

5.9 DONATIONS The Employee Association and designees are encouraged to solicit donations from individuals or companies, but must do so under certain circumstances.

- 5.9.1 All donations, contributions, solicitations and fund raising monies or other receipts are administered in accordance with policies and procedures prepared by the Employee Association. In addition, the following five conditions must be followed:
 - 5.9.1.1 The solicitation does not violate the Standards of Conduct contained in A.A.C. R2-5-501.C.4.
 - 5.9.1.2 The donor and the agency agree that the funds will be used exclusively for employee recognition;
 - 5.9.1.3 The funds are used only for employee recognition;
 - 5.9.1.4 The value received by the public is greater than the cost to the public; and,
 - 5.9.1.5 The funds are administered and maintained in a separate account and in accordance with A.R.S. §35-149.
- 5.9.2 Any person donating any items or money to the employee recognition program must complete and sign an Employee Recognition Donation form (ADVS 01-86).
- 5.9.3 The ADVS employee accepting the donation must sign the form and provide the donator with a copy. The original form and the donated

item are secured until delivery to the Executive Assistant to the Director.

- 6.0 IMPLEMENTATION: This policy shall be implemented without change on the effective date.

Patrick F. Chorpenning
Director

Attachments: Employee Nomination Form, ADVS 01-68
H.E.R.O. Award Form, ADVS I01-68a
Sample Retirement Information Memo
Employee Recognition Donation Form, ADVS 01-86
Sample Letters (for Employee of the Quarter, Employee of the Year, and Leadership)
Sample Certificate of Appreciation

Employee Award Nomination

Nominee	Supervisor's Name
Job Title	Division
Submitted by	Date of Submission

☐

Employee of the Quarter

☐

Caregiver of the Quarter
(ASVH Nursing Department)

☐

Leadership Award for Excellence

- Forward completed form to Human Resources Office by February 15, May 15, August 15 or November 15.
Add additional sheets if you need more space to answer these questions.

Please try not to use the employee's name in the answers to these questions. Employee's names will be redacted prior to being sent to the panel of judges.

- 1) Why does this employee deserve this award? (please be specific)

- 2) Describe situations/projects that demonstrate the skills that qualify the employee for this award.

- 3) Describe the work habits that qualify the employee for this award (i.e.: attendance, reliability, follows through on commitments, etc.)

- 4) How does the employee make ADVS a better work environment?

- 5) Any additional comments?

This application has been reviewed by the Human Resources Office and this employee is eligible to be nominated for this award.

Human Resources Signature: _____ Date: _____



ARIZONA DEPARTMENT OF VETERANS' SERVICES

MEMORANDUM

DATE:

TO: **Constituent Services, Office of the Governor**
(via fax 542-1381)

FROM: **Jennifer S. Morgan, Human Resources Manager**

SUBJECT: RETIREMENT CERTIFICATE

We are requesting a retirement certificate for the following employee who will be retiring date. I would appreciate it if you could expedite this request in order to present the certificate at that time.

Name:

Title:

Agency:

State Hire Date:

Agency Hire Date:

Retirement Date:

Please call Michelle Cummins at (602) 248-1560 when the certificate is ready and we will pick it up. If there is any problem in preparing the certificate in such a short time, please let me know. I can be reached at (602) 248-1568. Thank you for your assistance in this matter.

JSM/s

Arizona Department of Veterans' Services

**Employee Recognition
Donation Form**

Donor Information:

Name: _____

Business: _____

Address: _____

City, State, Zip: _____

Business Phone: _____ **FAX:** _____

Tax Identification Number or SSN#: _____

Description of Item(s) Donated:

Total Estimated Value: \$ _____

Donor acknowledges donations may be sold for profit. All donations are to be used exclusively for employee recognition purposes only. Donations which have been made must not pose a conflict of interest for the donor or the agency.

Donor Signature: _____ **Date:** _____

ADVS Employee Signature: _____

HERO AWARD

Honoring
Employees
Right
On-the-spot

Name

Division



This HERO award is for your outstanding display of:

- | | |
|--|---|
| <input type="checkbox"/> Teamwork | <input type="checkbox"/> Customer Service |
| <input type="checkbox"/> Positive Attitude/Morale Building | <input type="checkbox"/> Quality Work |
| <input type="checkbox"/> Going Above & Beyond | <input type="checkbox"/> Other _____ |

Supporting Comments:

Signature of Originator

Date

WHITE – RECIPIENT

CANARY – EMPLOYEE ASSOCIATION

PINK – HONOREE'S SUPERVISOR

GOLD – ORIGINATOR

ADVS 01-68a (12/99picture C. Wooley)

[REVERSE SIDE OF MULTIPART FORM – printed on reverse of each page of the form]

HERO Awards are not intended to impact an employee's performance evaluation

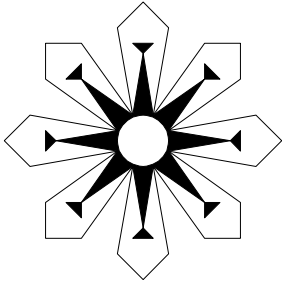
The HERO award forms are available through the Employee Association, Human Resources, and the Director's Office. Blank forms are typically available at each work section within ADVS.

Any employee may complete a HERO award form to recognize the work of another employee. The HERO Award form should be marked with all applicable reasons for the recognition (all reasons that apply should be checked). The supporting comments should be completed and signed before the form is distributed.

Distribution of the form is specified at the bottom of the form (on the reverse). Original is given to the HERO Award recipient. The second copy is provided to the recipient's supervisor. The third copy is sent to the Employee Association and the final copy is retained by the originator.

The Employee Association will ensure that each HERO Award recipient is eligible for the monthly drawing. The winner of the drawing will receive a memento from the Employee Association. Employees are eligible for the drawing every month they receive a HERO Award.

IMP 87-01, Employee Recognition



There is a change in the submission deadlines for recognition nominations to be submitted to Human Resources.

Selection procedures have been revised for Caregiver and Employee of the Quarter, as well as the makeup of each Panel.

The policy has been revised to include recognition of state service, as well as agency service beginning with calendar year 2001.

The number of Recognition Leave hours received by the Employee of the Year are decreased from 13 hours to 8 hours.